



Servicing & Engagement

NASCO's NextGen Servicing product, powered by Pega, offers a complete, omnichannel, digital experience that meets the member where they are and allows agents to provide service and support at a reduced cost—compared to traditional custom-built solutions.

With the industry's only comprehensive solution designed specifically for organizations managing complex membership structures, our turn-key solution delivers a powerful health plan-specific platform, built on proven workflow expertise, which will accelerate your ROI.

NASCO's NextGen Servicing on the Pega Cloud unlocks a suite of capabilities and GenAI functionality that will transform your experience by:

- Decreasing average handle time (AHT)
- Increasing agent productivity with AI guided processing
- Decreasing level of effort (LOE) outside of calls
- Decreasing agent attrition and improving onboarding
- Streamlining and improving the customer's experience
- Gaining more control over product customization